



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Illinois Bell Telephone Company
for Filing Period 1/1/2009 to 3/31/2009
Tracking Number 2774

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.53	1.61	1.66	1.60
B. Operator Answer Time - Information Section 730.510(a)(1)	4.56	3.90	4.37	4.28
C. Repair Office Answer Time Section 730.510(b)(1)	23.55	52.75	31.99	36.10
D. Business or Customer Service Answer Time Section 730.510(b)(1)	68.60 *	61.42 *	48.89	59.64
E. Percent of Service Installations Section 730.540(a)	92.24 %	95.21 %	95.64 %	94.29 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	95.70 %	96.46 %	96.33 %	96.18 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.52	1.38	1.72	1.54
H. Percent Repeat Trouble Reports Section 730.545(c)	7.37 %	6.90 %	7.89 %	7.42 %
I. Percent of Installation Trouble Reports Section 730.545(f)	8.49 %	4.43 %	12.95 %	8.64 %
J. Missed Repair Appointments Section 730.545(h)	860	638	793	764
K. Missed Installation Appointments Section 730.540(d)	448	373	424	415

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$11,662.94	\$3,158.77	\$4,600.19	\$19,421.90
B. Number of credits issued for repairs - 24-48 hours	925	972	1028	2925
C. Number of credits issued for repairs - 48-72 hours	181	102	154	437
D. Number of credits issued for repairs - 72-96 hours	122	24	41	187
E. Number of credits issued for repairs - 96-120 hours	104	8	7	119
F. Number of credits issued for repairs > 120 hours	85	12	19	116
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	14504	9012	11795	35311
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$47,267.87	\$23,654.31	\$15,032.82	\$85,955.00
B. Number of installations after 5 business days	457	351	325	1133
C. Number of installations after 10 business days	6	4	4	14
D. Number of installations after 11 business days	51	28	16	95
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3366	2294	2352	8012
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$65,400.00	\$50,550.00	\$60,850.00	\$176,800.00
B. Number of customers receiving credits	1298	1002	1210	3510
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

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